**TORONTO CHILDREN’S SERVICES (TCS), CLIENT LIASON CONSULTANT** March 1, 2016

**Cost of the Position**

The salary range is $98,298.20 to $115,502.40.

The office budget is $800.00 annually.

**Number of Children Served by the Overall Child Care System**

There are 26,390 in care today.

There are 12,004 on the waiting list today

The system capacity is 65,469 in 965 centres.

Appeals generally received from clients in care or children on the waiting list.

Complaints from children in spaces are logged and followed-up on.

**Number of children's cases come through your office in a year**

541 appeals received in 2015.

80 were resolved without needing a formal appeal

106 were in regards to children with Autism receiving priority admissions

239 appeals were prepared and forwarded to the Appeal Committee for consideration.

These appeals ranged from

-requesting that children remain in child care and not attend Full Day Kindergarten,

-client's appealing assessed recoveries,

-priority admission requests from Children's Aid, Catholic Children's Aid, Native Child and Family Services

 and Jewish Child and Family Services

-client's requesting extended job search time

-request for care when not meeting eligiblility criteria

**Other issues brought to appeal**

-Generally the requests are for special needs programs that already have agreements with TCS

 (Yes I Can, Centennial Infant, Silver Creek etc)

-Appeals received for dual placement so a child can attend a half day specialized program and

 receive care at another location for part day.

-Appeals for premium service in home care when needed, (higher rate per day for care)

-Appeals received for overage placements.

**Complaints**

-Received and are logged on the computer system and followed up on.

**A description of the process.**

At each in-person assessment, the District Caseworker will give the applicant a Child Care Fee Subsidy: “What You Should Know” pamphlet and explain the process for making a complaint and for submitting an appeal through the Children’s Services Appeal Committee.

An applicant has the right to appeal any policy, procedure or decision about their eligibility for child care fee subsidy.

An applicant, or a person acting on their behalf, must submit an appeal in writing to the appropriate District Office caseworker.

**How do cases come TCS?**

Once the caseworker has reviewed the situation and determined that they cannot assist the client with their request, they electronically submit the appeal to the District Supervisor.

Once the District Supervisor has reviewed the situation and determined that they cannot assist the client with their request they electronically submit the appeal to the Client Liaison Consultant.

**What types of issues?**

* priority admission
* fee reductions
* job search extensions
* status in Canada
* recoveries
* not attending full day kindergarten

**What info do you gather?**

Any documents that support the appeal the client is requesting

**How many issues are resolved by the Client Services Liaison Consultant?**

-In 2015, -80 were resolved in consultation with the District Supervisors

 -approximately 45 through direct contact with me

**How are they resolved?**

-some are approved allowing the client what they have requested

-sometimes compromises are found and offered to clients

-some are denied, clients may then re-appeal with new information

**Brief description of the appeal process**

Once the appeal is received by the Client Liaison Consultant it is prepared on the client's behalf and emailed to the (3) Appeal Committee members who review

-what the client is requesting,

-what the policy is,

-what the client's extenuating circumstances are,

-any relevant information and

-the Client Liaison's recommendations

then each member can agree, disagree or request more information prior to making a decision.

Voting must be unanimous or a discussion is facilitate via e-mail by the Client Liaison Consultant.

If a unanimous decision cannot be reached the General Manager can override the decision.

**How does TCS use annual data (planning, working with partners, etc)?**

The information is used to look at trends and make changes to policies.